

ASSESSORS OFFICE
Department Assistant

DEFINITION

The Department Assistant is responsible for complex administrative work for the Assessor's Department and using technical judgement and knowledge to assist the Board of Assessors and members of the Department.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Utilize the Registry of Deeds to find and interpret deeds;
- Enter new owners into the Assessors database and make necessary updates;
- Interpret plans and enter them into the plan book;
- Maintain and manage the department budget, purchase supplies, pay all bills, and enter data into Softright;
- Review year-end data and prepare any encumbrances;
- Reconcile the ledger and cash drawer and turnover monies to the Treasurer/Collector;
- Receive motor vehicle excise commitments issued by the Massachusetts Registry of Motor Vehicles and coordinate with the office of the Treasurer/Collector on issue dates and due dates for excise bills;
- Process excise bills and prepare warrants to collect for both the Accounting Department and Department of the Treasurer/Collector;
- Process weekly motor vehicle excise abatement packets to be turned into the Treasurer/Collector and prepare and reconcile reports for the Assessor, Treasurer/Collector, and Accounting Departments;
- Process abatements and abatement denials to be turned over to the Treasurer/Collector;
- Prepare and reconcile real estate abatements, exemptions, and personal property abatements, while creating reports for the Assessor, Treasurer/Collector, and Accounting Departments and processing chapter land certificates;
- Run reports in the Vision system for the Income and Expense mailing and Chapter Land properties, send mailing/make updates in the Vision system, and update and print exception letters;
- Partner with the Principal Assessor to review items for the Board of Assessors meeting agendas;
- Post meetings with Town Clerk and email the agenda to members of the Board of Assessors;
- Attend meetings to transcribe meeting minutes;
- Provide customer service via phone, walk in, and email; and
- Perform field inspections, as needed.

SUPERVISION RECEIVED

Under general direction, the employee plans and prioritizes the work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

JUDGEMENT AND COMPLEXITY

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, regulations and precedents which may be complex. Judgment is used in analyzing specific situations to determine appropriate actions. Requires understanding, interpreting and applying federal, state and local regulations.

NATURE AND PURPOSE OF CONTACTS

Relationships are constantly with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

CONFIDENTIALITY

Employee has access to confidential and sensitive information related to departmental operations.

EDUCATION AND EXPERIENCE

Post high school education preferred and one to three years of experience, preferably in a municipal setting.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge and experience with office management principles and practices, computer programs and databases such as Microsoft Office, and office equipment used by the department. Knowledge of GIS mapping systems and CAMA systems preferred.

Abilities: Ability to manage multiple tasks, meet deadlines, and pay careful attention to details despite interruptions. Ability to maintain harmonious working relationships, work independently, and maintain confidentiality. Ability to stay calm and deal tactfully, patiently and appropriately with all clients.

Skills: Accurate record keeping, time-management, bookkeeping, organization, oral and written communication, planning, working as part of a team, having a positive attitude, excellent interpersonal skills.

WORK ENVIRONMENT

The majority of work is performed in an office setting with occasional work performed at off-site locations for inspections. There may be occasional exposure to the elements.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

Duties require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.